

# **KANSAS CITY, MISSOURI EMERGENCY OPERATIONS PLAN**

## **Annex B: Emergency Communications**

**September 2014**

## **KANSAS CITY, MISSOURI EMERGENCY COMMUNICATIONS PLAN**

Primary (lead) Departments:	Fire Department Police Department
Secondary (support) Departments:	Emergency Management EMS Medical Director Information Technology Department Water Services Department Other City Departments as Required
Secondary (support) External Agencies:	Amateur Radio Operators Mutual Aid

### **I. PURPOSE STATEMENT**

This annex describes the communications systems and procedures to be used by the City during a major emergency or disaster, including: sources of personnel, equipment and systems to augment regular City forces; and interoperability with other jurisdictions.

### **II. PLANNING ASSUMPTIONS**

- A. It is assumed that at least some primary or back-up communications systems will survive the major emergency or disaster and will be available for use to conduct emergency operations.
- B. If no systems survive, the Kansas City Police Department (KCPD) and the Kansas City Fire Department (KCFD) will be responsible for establishing temporary radio communications. The Information Technology Department (ITD) will be responsible for establishing temporary internet and telephone communications. Intergovernmental mutual aid, corporate support and amateur radio volunteers may also be utilized to maintain or re-establish communications during major emergencies and disasters.
- C. Police and fire each maintain separate full time dispatch centers, and these departments will retain responsibility for the dispatch of their own forces.
- D. The Enhanced 9-1-1 (E-911) telephone system is the primary means of receiving emergency calls from the public. The Mid America Regional Council (MARC) is responsible for the regional E-9-1-1 system and network. MARC has established provisions for redirecting E-911 calls, and for re-establishing the system should it be impacted.

### **III. LEGAL AUTHORITIES**

See the Base Plan.

### **IV. ORGANIZATION AND RESPONSIBILITIES**

Communications systems cover a broad spectrum of technologies and are shared by several departments. The following is a general description of those areas of responsibility:

#### **A. The KCPD Logistical Support Division (LSD)**

The KCPD is divided into five Bureaus, each under the direction of a Deputy Chief. The Executive Services Bureau includes a number of Divisions, including the LSD. The LSD includes five units, two of which are: the Communications Unit (dispatch) and the Communications Support Unit (radio operations and support). The LSD is responsible for the operation and maintenance of:

1. 9-1-1 call center.
2. KCPD Communications (dispatch) Center.
3. The Backup Communications Center.
4. All City radios – Motorola P-25 Metropolitan Area Regional Radio System (MARRS).
5. KCPD Mobile Communications Vehicles and interoperable communications systems.

#### **B. The KCFD Communications Center**

The KCFD Communications Center falls under the Logistics Support Bureau and is responsible for the operation and maintenance of:

1. The KCFD dispatch center.
2. KCFD Computer Aided Dispatch (CAD), Report Management System (RMS).
3. KCFD Mobile Communications Vehicles and interoperable communications system.

#### **C. KCMO Information Technology Department (ITD)**

The ITD is under the direction of the Chief Information Officer (CIO) who is appointed by the City Manager. Among other duties, ITD is responsible for:

1. The establishment and enforcement of City IT policies.
2. Electronic records retention.
3. All City telephone systems.
4. All City information technology and computer devices and systems, including facility-to-facility wireless and wired communications systems, and internet access.
5. MOSAIC's PIX firewall and Cisco switch.

#### **D. Office of Emergency Management (OEM)**

The OEM is a division of the City Manager's Office, and is responsible for:

1. The MOSAIC system (a satellite based back up EOC).
  2. Non-City Ethernet IP networks in the EOC.
  3. WebEOC.
  4. The Tornado Outdoor Warning Siren system.
  5. EOC amateur radio equipment and licensed volunteers.
- E. Water Services Department
- The WSD provides centralized dispatch for City departments, including Water Services, Public Works, and Parks and Recreation flood barricade and snow plowing teams.

## **V. CONCEPT OF OPERATIONS**

### **A. Primary Communications**

#### **1. Calls for Service (E-9-1-1)**

The KCPD Communications Unit operates a joint E-9-1-1 call and police dispatch center at 1111 Locust Street in Kansas City. Calls for police, fire and emergency medical service are received via E-9-1-1 telephone calls from the public, evaluated by trained call takers, and then forwarded to the appropriate dispatch center (i.e. KCPD or KCFD, or neighboring jurisdiction if appropriate). KCPD maintains a rollover plan in the event the primary 9-1-1 system is inoperable.

#### **2. Dispatch**

The KCPD dispatches calls for service from their Communications Centers (i.e. dispatch) at 1111 Locust in Kansas City. The KCFD dispatches calls for service from their Communications Center is located at 6750 Eastwood Trafficway in Kansas City.

#### **3. System Maintenance**

The KCPD Communications Support Unit is responsible for the routine repair and maintenance of the radio communications system.

### **B. Emergency Communications**

#### **1. Police/Fire Dispatch Radio Systems**

The KCPD Communications Support Unit (CSU) is responsible for the maintenance of all City radio systems, and maintains plans for the implementation of back-up systems for emergency and non-emergency communications should the primary dispatch center be inoperable. Details of this plan are maintained by the KCPD.

#### **2. Other Radio Systems**

The KCPD Communications Support Unit is responsible for the maintenance of all City radio communications, however non-emergency systems will be designated low priority, and will be restored (or supplemented) as personnel and resources become available.

#### **3. Telephone Systems**

The ITD maintains a back-up telephone call center at 4700 East 63<sup>rd</sup> Street in Kansas City. Plans have been established with ATT to “roll over” key numbers to the back-up center, should the City’s PBX system fail for any reason. The following systems/numbers are supported by the Plan:

- a. All Action Center telephones (3-1-1)
- b. The City switchboard [REDACTED]
- c. Other high priority telephones as identified in the Continuity of Government Operations Plan.

4. Internet Systems

The ITD maintains internet connectivity for all City departments through a contract with ATT.

5. EOC Communications

The EOC utilizes a Cisco VoIP-based telephone system with CityFiber and a redundant ATT leased land line, and has the full spectrum of City radios, including police, fire and all others. The EOC also utilizes MERS, and has significant Amateur Band radio resources. A diagram of primary EOC telephone numbers is provided in **Figure 7**.

C. Back-up Systems and Restoration of Service

1. General

a. Prioritization of Equipment, Systems and Personnel

When a major emergency or disaster occurs, the City Manager or Unified Command Team (UCT) may direct all City departments to suspend routine operations, and to pool available resources in a manner that supports emergency response and recovery operations.

b. Staffing of Departmental Communications Centers

Irrespective of the preceding paragraph, the various Communications Centers will always remain under the direct control and supervision of qualified departmental personnel (KCPD and KCFD, respectively).

2. Backup Police/Fire Dispatch Center

In the event of a loss of radio systems at the primary Communications Centers, the KCPD Communications Support Unit will switch system control to a backup dispatch center located at 9701 Marion Park Drive Kansas City. The KCPD and KCFD Communications Unit staff will be responsible to coordinate the switch of 9-1-1 and non-radio systems to the backup dispatch center at 9701 Marion Park Drive.

3. ITD

a. Telephone

The ITD maintains a back-up telephone call center at 4700 East 63<sup>rd</sup> Street in Kansas City. Plans have been established with ATT to “roll over” key numbers to the back-up center, should the City’s PBX system fail for any reason. The following systems/numbers are supported by the Plan:

- All 3-1-1 Action Center Lines
- The City Switchboard [REDACTED]
- Other high priority telephones as identified in the Continuity of Government Operations Plan.

b. Internet

The ITD maintains contracts with Everest Communications and Time Warner Cable to provide backup internet access for all City departments should the ATT system become inoperable or inaccessible.

4. EOC

a. Telephone

The failure of the City's VoIP telephone system and back-up internet systems would prompt the activation of the BGAN satellite phones and deployment of MOSAIC (which can also be set up in another location if the EOC is physically compromised). Cellphones (if still operational) could be utilized receiving priority via the Government Emergency Telecommunications Service (GETS) system.

MOSAIC is configured with a satellite uplink/downlink system that allows simultaneous use of telephone and internet service. MOSAIC includes 12 telephones, with exchanges based in and outside of the Kansas City metropolitan area. MOSAIC telephone numbers and assignments are:

- [REDACTED]

b. Radio

The KCPD Communications Support Unit is responsible for maintaining the EOC's radio systems on a priority basis. If the City trunk system is temporarily inoperable, KCFD or KCPD Mobile Communications Vehicles may be employed to assist with localized radio communications. The EOC also has a number of Amateur Band radios with wide area coverage may be used to support general operations and be located at key City facilities.

**Figure 1- EOC Phone Numbers**

**[EOC Phone Numbers REDACTED]**

**Figure 2 - JIC Phone Numbers**

**[JIC Phone Numbers REDACTED]**

c. Internet

The EOC has four internet systems provided by the City's regular internet service, ATT, and an independent Business Class connection to Time Warner Cable (TWC). If the primary system is temporarily unavailable, the EOC can switch over most critical internet operations to TWC. If all systems are unavailable or inoperable, the back-up EOC (MOSAIC) will be deployed to an alternate location. As designed, MOSAIC can accommodate between six and thirty-six computers, including local access to a WebEOC server and internet service via satellite.